

Kimberly G. Krupka
33 S. Seventh Street, P.O. Box 4060
Allentown, PA 18105
610/820-5450 • 610/820-6006
kkrupka@grossmcginley.com

ATTORNEYS

MALCOLM J. GROSS
PAUL A. MCGINLEY
HOWARD S. STEVENS
DONALD LABARRE, JR.
J. JACKSON EATON, III
MICHAEL A. HENRY
PATRICK J. REILLY
ANNE K. MANLEY
SUSAN ELLIS WILD† •
VICTOR F. CAVACINI
THOMAS E. REILLY, JR.
STUART T. SHMOOKLER
JAMES A. RITTER
JOHN F. GROSS
ROBERT A. ALPERT
ALLEN I. TULLAR
RAYMOND J. DeRAYMOND
THOMAS A. CAPEHART
KIMBERLY G. KRUPKA
KIMBERLY A. SPOTTS-KIMMEL
ANDREW H. RALSTON, JR.
LOREN L. SPEZIALE*†
CHARLES J. FONZONE
JENNIFER L. WEED •
MICHAEL J. BLUM* •
SAMUEL E. COHEN•
GRAIG M. SCHULTZ*
ZACHARY R. FOWLER
NICOLE M. O'HARA*
CHRISTOPHER W. GITTINGER
DAVID W. CROSSON*

November 4, 2014

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

RE: Harold & Susan Vogt v PPL Electric Utilities Corporation
Docket No: F-2014-2449764

Dear Ms. Chiavetta:

Attached for eFiling in the above-captioned matter is an original Certificate of Satisfaction of Complaint under 52 Pa. Code § 5.24(b).

Because all legal and factual issues in this proceeding have been resolved, PPL respectfully requests that this docket be terminated.

I hereby certify that I have provided a copy of the Certificate to the Complainant in this proceeding.

Please note that this Certificate of Satisfaction was eFiled with the Commission as of the date indicated above.

Very truly yours,



KIMBERLY G. KRUPKA

KGK/cl
Enclosure

cc: Harold & Susan Vogt (w/ enc)
Amy M. Bellizia (w/ enc) via email only

00670931.DOCX

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

HAROLD & SUSAN VOGT,

Complainant,

vs.

PPL ELECTRIC UTILITIES
Respondent.

COMPLAINT DOCKET

NO. F-2014-2449764

CERTIFICATE OF SATISFACTION

1. Complainants are Harold and Susan Vogt.
2. Respondent is PPL Electric Utilities Corporation (hereafter referred to as "PPL Electric").
3. This Certificate of Satisfaction of Complaint is submitted pursuant to 52 Pa. Code § 5.24(b).
4. (a) Complainants, Harold and Susan Vogt, and Respondent, PPL Electric, agree that Complainant was advised that he may access his account via www.pplelectric.com 24 hours, 7 days a week as well as Respondent's Interactive Voice Recognition ("IVR") phone program. Complainant and Respondent further agree that Complainant was advised that IVR is designed to direct the customer to the correct department to prevent unnecessary transfers between departments and to reduce the amount of time the customer spends on the phone. Complainant and Respondent further agree that Complainant was advised of Respondent's automatic callback feature which was recently implemented to return customer calls in a more timely manner.

(b) Complainants withdraw their Complaint.

5. Respondent, PPL Electric hereby notifies Complainant of the filing of this Certificate of Satisfaction, and that if Complainant objects or disagrees with the terms of the Certificate of Satisfaction, Complainant must notify the Commission in writing of their objection and/or disagreement within ten (10) days of the date this Certificate of Satisfaction was signed and served, or the terms of the Certificate of Satisfaction will become final and binding.

WHEREFORE, PPL Electric Utilities Corporation respectfully requests that the docket be marked closed in this matter.

DATE 11/04/14

GROSS MCGINLEY, LLP



BY: _____

KIMBERLY G. KRUPKA, ESQUIRE
Attorney ID # 83071
Attorney for Respondent, PPL Electric
Utilities Corporation
33 S. Seventh Street; P O Box 4060
Allentown PA 18105-4060
Ph. (610) 820-5450; Fax (610) 820-6006

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

HAROLD & SUSAN VOGT,

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vs.

PPL ELECTRIC UTILITIES CORPORATION,

Respondent.

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CERTIFICATE OF SERVICE

This is to certify that the CERTIFICATE OF SATISFACTION on behalf of PPL ELECTRIC UTILITIES CORPORATION was mailed to counsel/complainant of record by first class United States mail, postage on this the 4th day of November, 2014.

HAROLD & SUSAN VOGT
11 SCOUT LANE
HUMMELSTOWN PA 17036

GROSS MCGINLEY, LLP



BY: _____

KIMBERLY G. KRUPKA, ESQUIRE
Attorney ID # 83071
Attorney for Respondent, PPL Electric
Utilities Corporation
33 S. Seventh Street; P O Box 4060
Allentown PA 18105-4060
Ph. (610) 820-5450; Fax (610) 820-6006